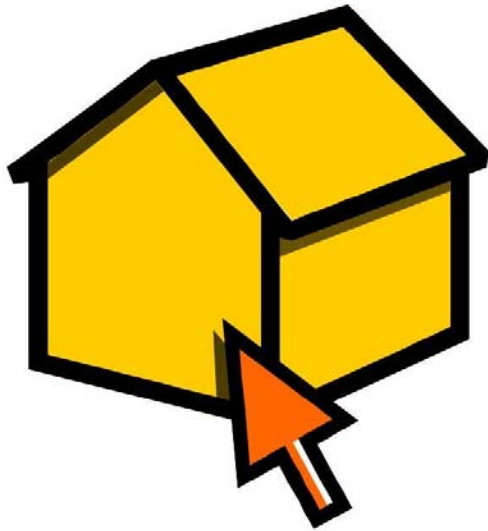




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**Local forums as a new means of  
dialogue**



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## **Catrin Maby**

**Director of Severn Wye Energy Agency  
Gloucestershire, UK**

**SHARE project coordinator**



**Intelligent Energy**  **Europe**



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SHARE  
consortium of 8  
partners across  
Europe

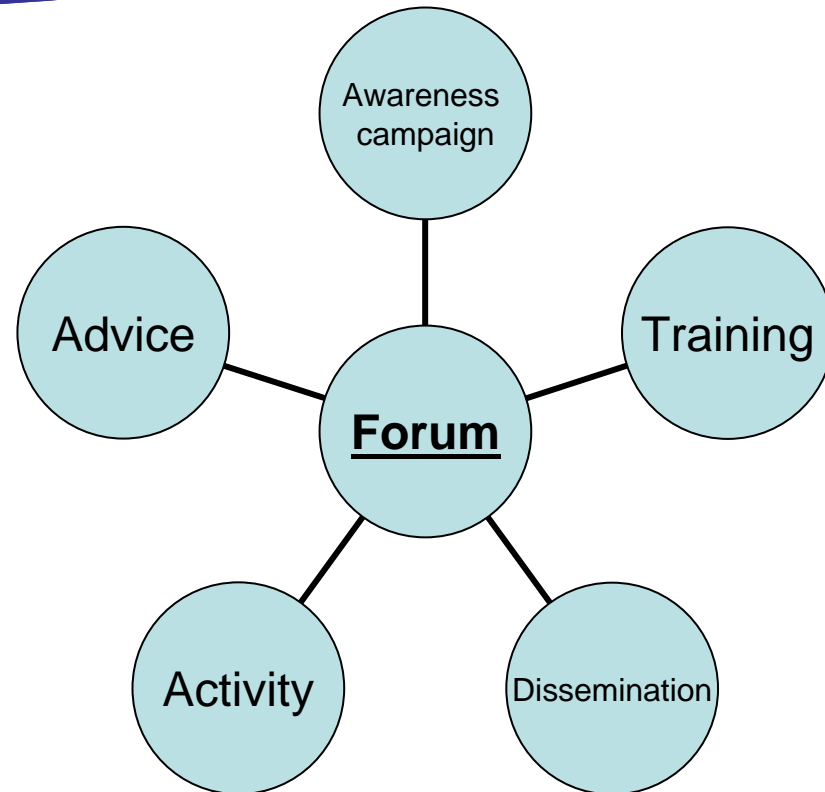




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Social housing energy  
forums are  
at the core of the  
SHARE project





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## What do the SHARE forums do?

- Bring together stakeholders in each region
- SHARE common issues
- Identify training needs of staff and residents
- Plan and contribute to awareness campaigns.
- Develop common solutions for specific issues
- Inform and advise staff and residents



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## SHARE forum attendance

Social housing personnel  
energy suppliers  
insulation installers  
council members  
renewable technology suppliers  
health & social care professionals

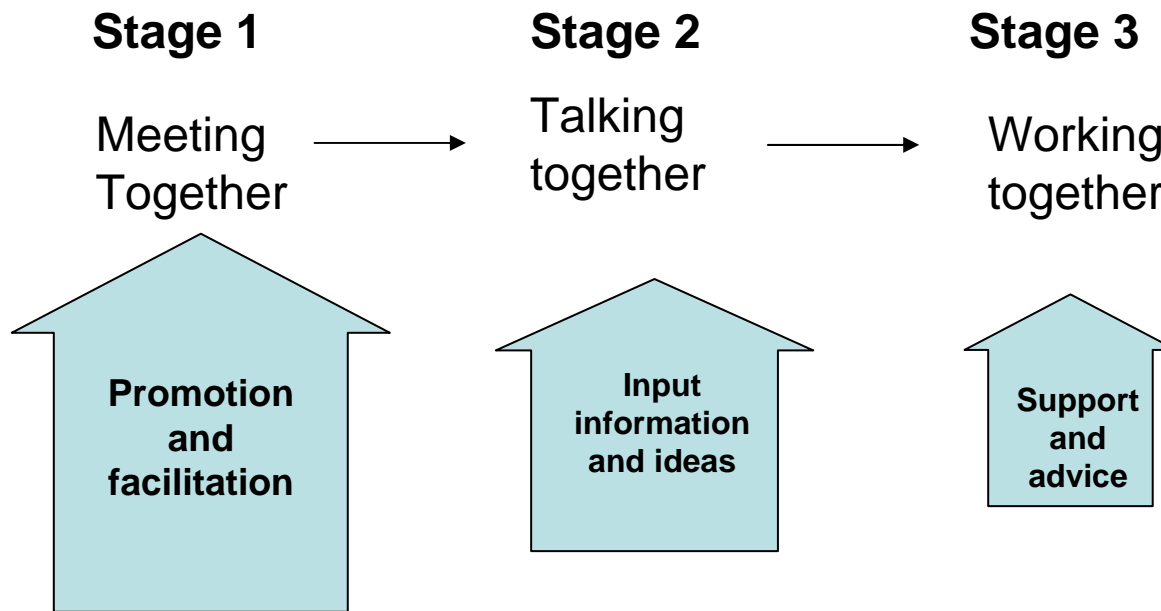




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## **Developing Forums over time**





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## **Advantages of social housing forums**

1. Common issues
2. Reliable information
3. Problem solving
4. Purchasing power
5. Commitment
6. Time





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## 1) Common issues

2) Reliable information

3) Problem solving

4) Purchasing power

5) Commitment

6) Time

## **Social housing providers face common issues**

- Increasing energy prices
- Energy inefficient housing stock
- Government targets
- Capital for improvements
- Condensation damp



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## Sharing reliable information

1) Common issues

**2) Reliable Information**

3) Problem solving

4) Purchasing power

5) Commitment

6) Time

- Un-biased and commercially impartial
- Information based on shared experiences, not myths and rumours
- Balanced, with perspective of staff and residents
- Technical support of energy specialist, able to interpret and explain without profit motive



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- 1) Common issues
- 2) Reliable information
- 3) Problem solving**
- 4) Purchasing power
- 5) Commitment
- 6) Time

## Problem solving

- Identification of problem areas
- Share experience of solving problems
- Formulate plans of remedial action



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- 1) Common issues
- 2) Reliable Information
- 3) Problem solving
- 4) Purchasing power**
- 5) Commitment
- 6) Time

## Increased purchasing power

- Discounts for larger orders
- Suppliers good will/ flexibility for future business
- Exemplar installations
- Better customer service



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- 1) Common issues
- 2) Reliable information
- 3) Problem solving
- 4) Purchasing power
- 5) Commitment**
- 6) Time

## Participant Commitment

- Participative structure of forum
- Gets more commitment from participants
- More chance of long term engagement



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## Time saving

- 1) Common issues
- 2) Reliable information
- 3) Problem solving
- 4) Purchasing power
- 5) Commitment
- 6) Time**

- \* Housing professionals deal with many issues
- Forum offers concentrated amounts of information
- Avoids several organisations having to research same info/making same mistakes



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## Key successes of SHARE forums to date

- Demonstration flat for residents
- Central heating specification advice
- Grant funding for loft insulation scheme in 700 properties





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## SHARE training

78 training sessions to over  
780 participants.  
*(content determined by forums)*

**SHARE** Social Housing Action to Reduce Energy Consumption

**Energy Awareness  
Training  
Programme  
2006-07**

*Places are FREE but LIMITED -  
BOOK NOW!!*





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## Where does water vapour come from?

|                                     |                     |
|-------------------------------------|---------------------|
| <b>4 people asleep for 8 hours</b>  | <b>2 - 3½ pints</b> |
| <b>2 people at home all day</b>     | <b>2½ - 5½ pts</b>  |
| <b>Cooking</b>                      | <b>3½ - 7 pints</b> |
| <b>Bathing, washing dishes etc</b>  | <b>1 – 2 pints</b>  |
| <b>Washing clothes</b>              | <b>1 – 2 pints</b>  |
| <b>Drying clothes indoors</b>       | <b>5 – 13 pints</b> |
| <b>Bottled gas or paraffin fire</b> | <b>2 – 3 pints</b>  |



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## Condensation is most likely to occur:

- in rooms where lots of moisture is produced such as bathrooms and kitchens
- on cold surfaces, such as single glazed windows or metal window frames
- on walls in unheated rooms, particularly at the corner of two external walls
- on “cold spots” caused by cold bridging
- in poorly ventilated spaces, such as inside cupboards or wardrobes or behind furniture placed against outside walls



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## SHARE Awareness campaigns

*To promote the use of energy  
advice services, including phone  
help lines, factsheets and home  
visits, energy advice surgeries*





# Ask Penny...

Free and friendly energy  
efficiency advice



**"My husband says we  
need a hot water  
tank jacket.**

**What's this season's  
fashion?"**



**"The fashion this season is  
thick and snug fitting.**

**Next time you put away your  
towels, have a look to see if  
your tank is properly  
insulated and that the  
thermostat is set at 60°C"**



Save energy and money at home. Call free on

# 0800 512012



It doesn't cost you a penny to save £££'s



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**TOO HOT** - Reduce heat but stay warm. Babies may over heat.

**IDEAL** living room temperature

**COMFORTABLE**  
house temperature

**DISCOMFORT** and risk of  
respiratory illness

**TOO COLD** - i  
heart attac  
VI  
**RISK OF HYPO**

27°C

24°C

21°C

18°C

15°C

Intelligent Energy Europe

For **FREE** Energy Efficiency Advice call **0800 512012**

Hi, I'm Penny



Hi,

Keep this thermometer card in your main living room. Do not place near a heat source or in direct sunlight.

Why not try turning down your room thermostat by 1oC and see if you are still warm enough? - you could save up to 10% on your fuel bill.

And try to make use of automatic timers or programmers to ensure that the heating and hot water are only on when you need them. Very useful if you are forgetful like me and keep leaving your heating on by mistake.

For **FREE** energy advice factsheets about heating controls, condensation, energy suppliers and more low or no cost energy saving tips please call the Gloucestershire Energy Efficiency Advice centre on 0800 512012.

Take care

**Penny**

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For **FREE** Energy Efficiency Advice call **0800 512012**



# SHARE

## Social Housing Action to Reduce Energy Consumption

SHARE dissemination

Sharing good practice

Encouraging other localities to set up social housing forums





# SHARE

## Social Housing Action to Reduce Energy Consumption

### SHARE dissemination

### Series of 25 case studies in 8 languages

### Case study 1

#### Loft insulation

**SHARE STARTS TO DELIVER**

**What is the Energy Efficiency Commitment (EEC)?**

The energy efficiency commitment is an obligation based on energy suppliers with over 50,000 customers to provide energy efficiency measures to domestic properties.

EEC is currently in its second stage (2005-2008) and has a target of saving over 130TWh for the lifetime of the measures installed. It is estimated that EEC2 will be responsible for filling 20% of the UK's remaining 11m unfilled cavity walls (Source: DE-FRA - EEC3 consultation document July 2008).

Half of the target must be in receipt of income related benefits or tax credits. This helps target the people who need the most help and in risk of fuel poverty.

Four energy suppliers were contacted to offer EEC funding: npower, Powergen, British Gas and Scottish Power.

Since the start of the SHARE project, Severn Wye Energy Agency have been helping one housing association in Gloucestershire secure funding for loft insulation for over 700 properties.

Through its contacts with energy suppliers and insulation installers, Severn Wye Energy Agency has helped source funding for these jobs worth in excess of 200,000 Euros. The money will be spent putting installing loft insulation in these properties.

Dinyar Baria, SHARE Project Co-ordinator said: 'Many of these properties have less than 50mm of loft insulation. Getting loft insulation put into these homes will be a great comfort to many of these residents and could save them considerable amounts of money for many years to come.'

[www.socialhousingaction.com](http://www.socialhousingaction.com)



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Final Thought...

**“Forums are challenging to  
set up but well worth the  
effort!”**





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Thank you for listening

Catrin Maby

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